

PRRB SYSTEM RELEASE NOTES & ANNOUNCEMENTS

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2020.03:
Consolidated Expedited Judicial Review (“EJR”) Case Action
(June 30, 2020)

Updates have recently been deployed to the Office Hearings Case and Document Management System (“OH CDMS”) including the functionality to submit a Consolidated EJR Case Action. This case action is to be used when requesting an EJR for the same reason or justification across more than one case. The Representative Organization must be the same across all of the cases associated with the Consolidated EJR Case Action request. You may submit up to 100 group cases in a Consolidated EJR Case Action, but the inclusion of individual cases is not available at this time.

Supplemental instructions for this process can be found at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>.

Please direct any questions to the OH CDMS help desk at 1-833-783-8255 or helpdesk_ohcdms@cms.hhs.gov.

2020.02:
Anti-Virus Scanning
(January 7, 2020)

There has been an increase in uploaded documents identified as potentially “infected” by the OH CDMS anti-virus scanning tool. A file can be falsely identified as infected for various reasons, including:

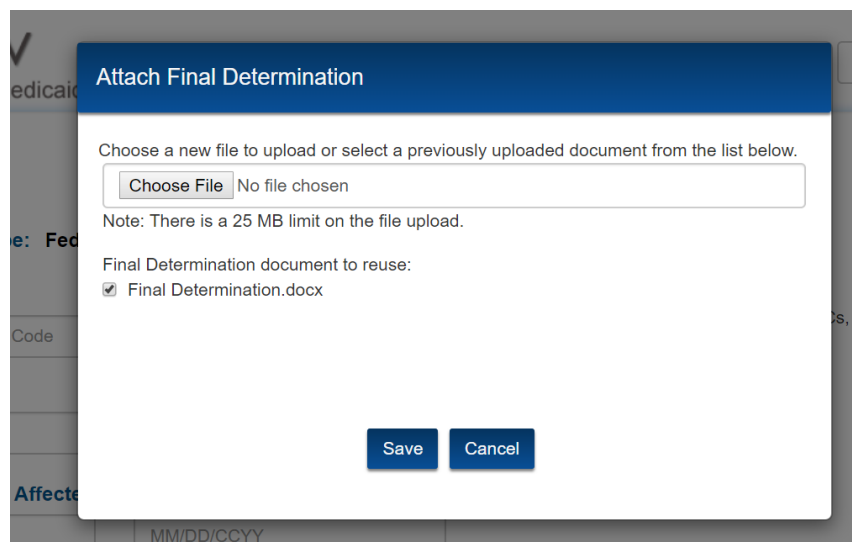
- **Links** – Any links to files on your computer, another computer, or to a source outside of OH CDMS must be removed. The information from the link may be saved and uploaded as a separate document.
- **Embedded files** – An embedded file is any file inserted into your document. Any embedded files must be removed prior to uploading your documents. The removed files may be saved and uploaded separately.
- **Macros** – A macro is a set of instructions that expands to perform a task and could be pointing to an unverifiable source. Files may not be saved as Word or Excel Macro-Enabled Documents.

Please make sure that your files do not contain any of these particular items before uploading a file to OH CDMS. If you have questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2020.01:
Uploaded Documents May Be Selected for Reuse
(January 7, 2020)

Last night code was deployed in order to assist our external customers with Federal Register appeals. As many of you know, we received feedback that it was time-consuming to upload the same documents for each group participant. OH CDMS now offers users the option of using a previously-uploaded document in order to save time. Therefore, when a user uploads a document, a pop-up box will show previously-uploaded files for that case for that specific document type.

For example, when uploading the Final Determination for a Federal Register appeal, the “Federal Register” document will appear in a pop-up box, and the user will no longer need to search for the file on their desktop, etc. The screenshot below is similar to what external users will see:



An external user will only be able to choose one document (by either selecting the “Choose File” button to upload a new file or by checking one of the boxes for a previously-uploaded document).

This functionality is available for all types of supporting documentation, including the final determination, amount in controversy calculations, representation letters for chain organizations, and statements related to the lack of audit adjustments or protested items. We hope that this upgrade will assist greatly in electronically-filed Federal Register appeals.

No action is required based on this notice. If you have system questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. If you have policy or procedure questions, please contact the PRRB at 410-786-2671 or PRRB@cms.hhs.gov.

2019.03:
PRRB Provider Extract
(October 7, 2019)

As a result of requests and feedback from our external users, the Provider Reimbursement review Board ("PRRB") recently implemented an option to download a spreadsheet of group case participants. To access the file, click on the "Download Provider Extract (CSV)" button under the Participants tab in a group case.

The spreadsheet will document all providers that have been entered into the Office of Hearings Case and Document Management System ("OH CDMS"), and the PRRB encourages users to review the listing to ensure all directly added and transferred providers are fully documented. However, the spreadsheet will not be complete for legacy groups that were established prior to the launch of OH CDMS (i.e., PRRB case numbers 18-1577 and earlier). As noted in the commentary to PRRB Rule 20.1, it will take additional time to fully populate the existing participants in the group cases. Therefore, until further notice, the Board is still requiring a hard copy of the Schedule of Providers and its accompanying supporting documentation.

No action is required based on this notice. If you have system questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. If you have policy or procedure questions, please contact the PRRB at 410-786-2671 or PRRB@cms.hhs.gov.

2019.02:
Correction to Response Submitted Dates
(February 19, 2019)

Updates have recently been deployed to the Office Hearings Case and Document Management System ("OH CDMS") including the following item:

- Prior to February 13, 2019, the automated OH CDMS Confirmation of Correspondence for items submitted in response to an Acknowledgement and Critical Due Date letter, Request for Information, or Notice of Hearing referenced an incorrect response submission date. The programming error has now been corrected and the confirmation properly reflects the Board's receipt date of the submitted items.

No action is required. Please direct any questions to the OH CDMS help desk at 1-833-783-8255 or helpdesk_ohcdms@cms.hhs.gov.

2019.01:
Medicare Learning Network Call:
"New Electronic System for Provider Reimbursement Review Board Appeals"
(January 30, 2019)

Tuesday, February 5 from 1:30 to 3 pm ET

[Register \(https://blh.ier.intercall.com/\)](https://blh.ier.intercall.com/) for Medicare Learning Network events.

Do you want to file or manage a Provider Reimbursement Review Board (PRRB) appeal? Learn how to use the new Office of Hearings Case and Document Management System (OH CDMS) to submit new appeals, transfer issues, file position papers, and manage all aspects of your PRRB appeals.

During this call, PRRB staff will discuss:

- How to access the system
- Detailed overview of the system and its capabilities
- Frequently asked questions

A question and answer session follows the presentation; however, attendees may email questions in advance to PRRB@cms.hhs.gov with "Office of Hearings Case and Document Management System Conference Call" in the subject line. These questions may be addressed during the call or used for other materials following the call.

Target Audience: All PRRB appeal stakeholders.

For more information, visit the [PRRB OH CDMS](https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html) webpage (<https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>).

See also MLN Matters article "New Electronic System for Provider Reimbursement Review Board Appeals" at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE19004.pdf>.

2018.05:
Capability for Reporting Legacy Case Information
(November 1, 2018)

When OH CDMS went live on August 16, 2018, the PRRB migrated all active case data to the OH CDMS. However, the PRRB's prior case management system was a database only and therefore did not contain any of the submitted documentation (e.g., the Notice of Program Reimbursement, issue statements, etc.).

To benefit more fully from the operation of OH CDMS, users may populate OH CDMS with documentation relating to the open issues residing in their individual cases. The PRRB encourages providers to take advantage of this OH CDMS function because providers that update the system with this information will have real time access to view and manage their issues (e.g., transfer or withdraw issues) with instant verification.

When taking advantage of this existing feature, it is important to remember to maintain the system's integrity by accurately entering the information from the original hard copy materials previously submitted to the Board. For example, you may ***not*** add to or expand on the issues reflected in the relevant appeal request/add-issue request. Further, please do not enter any issues that are no longer active within a case (e.g., previously transferred, resolved, withdrawn, dismissed, or otherwise decided).

Supplemental instructions for this process can be found at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>. Please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov if you have any questions.

2018.04:
Medicare Contractors' Use of OH CDMS
(November 1, 2018)

All of the government contractor organizations that participate in appeals before the PRRB (the Medicare Administrative Contractors ("MACs"), the Cost Report Audit and Appeals Contractor ("CRAA"), and the Appeals Support Contractor ("ASC")) are now registered within the Office of Hearings Case and Document Management System ("OH CDMS"). Following each provider submission, OH CDMS automatically generates a notification to the government contractor(s). The system-generated notice for portal-based submissions will fulfill the requirement for service on the Medicare contractors, and accordingly, representatives utilizing OH CDMS will no longer be required to send an additional carbon copy (paper or electronic) to the relevant contractor(s). See Board Rule 3.4.

2018.03:
**Re-issuance of Case Acknowledgement and Critical Dues Dates Notices,
Requests for Information, and Notices of Hearing
(September 4, 2018)**

The PRRB will be re-issuing certain documents for open cases that were not filed through OH CDMS in order to identify pending due dates and establish responsive case actions in the new electronic system. (See PRRB External User Manual, section 3.3.4.1.) Please be aware that you could receive another Case Acknowledgement and Critical Due Dates Notice, a Request for Information, or another Notice of Hearing for your case over the next several weeks, but note that the critical due dates for your case have not changed.

Please contact the Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov if you notice any problems. Thank you for your flexibility as we continue to transition to OH CDMS.

2018.02:
**PRRB Electronic Filing is Available through OH CDMS
(August 16, 2018)**

The PRRB module of the Office of Hearings Case and Document Management System ("OH CDMS") is available for use. Users may access OH CDMS to file new appeals and all supporting documentation electronically and to review and maintain existing cases that are currently in an open status. The PRRB notices and decisions will be issued via email and will also be accessible through OH CDMS.

The PRRB Electronic Filing webpage at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html> will soon be updated with a user manual and frequently asked questions. The PRRB will also be issuing a new set of Board Rules in conjunction with the implementation of OH CDMS as well as to update other processes and procedures.

If you have not yet registered for the system, we encourage you to begin that process. For any system or registration questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

**2018.01:
Pre-Registration for PRRB Electronic Filing
(August 2, 2018)**

The PRRB module of the Office of Hearings Case and Document Management System ("OH CDMS") will soon be available for electronic filing; however, parties may begin pre-registering for access to the system prior to its release. Please reference <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html> for system updates, registration instructions, and frequently asked questions.

We would also like to offer several points of clarification:

- OHCDMS registration is for the system as a whole, so if you have already registered in response to the MGCRB alert, you do not need to separately register for the PRRB module.
- OH CDMS is designed that you may only have access to the system through one organization. You must register under the organization you work for, *not* for the provider(s) for which you intend to file a PRRB appeal or MGCRB application as multiple requests must be denied. For example, if you are at a parent level and oversee multiple providers within your corporate organization, then you should select the parent organization at registration.
- The designated representative of a case has full access to view and take action on that case. The designated representative may be selected from a provider, parent, or representative organization.

For any system questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.